



THE CITY OF  
**COLUMBUS**  
ANDREW J. GINTHER, MAYOR

DEPARTMENT OF  
PUBLIC SERVICE

# INDIANOLA AVENUE COMPLETE STREET STUDY

## Public Engagement Report DRAFT

September 13, 2021

Prepared by:



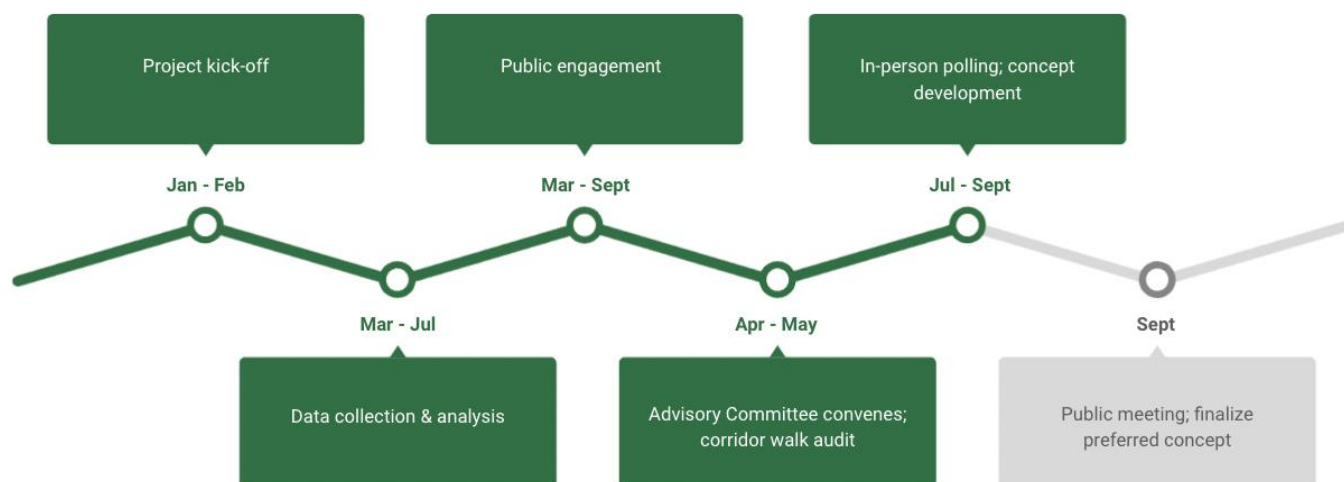
Warhol & WALL ST.  
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## Project Overview/Goals

- With a planned resurfacing project scheduled to occur in late 2023 on Indianola Ave, the goal for this project is to incorporate complete streets elements into the planned project such as reallocating travel lanes to other transportation modes, improving safety, and reducing crashes.
- The goal of this project is to address multimodal connectivity and safety through examining:
  - Create a design that encourages motorists to drive at safe speeds
  - Improve the pedestrian experience
  - Create better bikeway connections
  - Accommodate safe and reliable transit service
  - Develop a parking strategy that reasonably meets the needs of businesses, patrons, and residents

This plan is being led by The City of Columbus, Michael Baker International with outreach and engagement led by Warhol & WALL ST.

## Public Engagement Scope/Goals



*Figure 1. Project Timeline*

Warhol & WALL ST. led the public involvement efforts, with a goal to create a detailed, collaborative and highly resident-centric public involvement plan to ensure that the project not only enhances the multimodal goals of the City, but also achieves the goals of local stakeholders who may be impacted. The aim was to empower residents with information throughout the project and lead all stakeholders on a collaborative journey to achieve mutual goals.

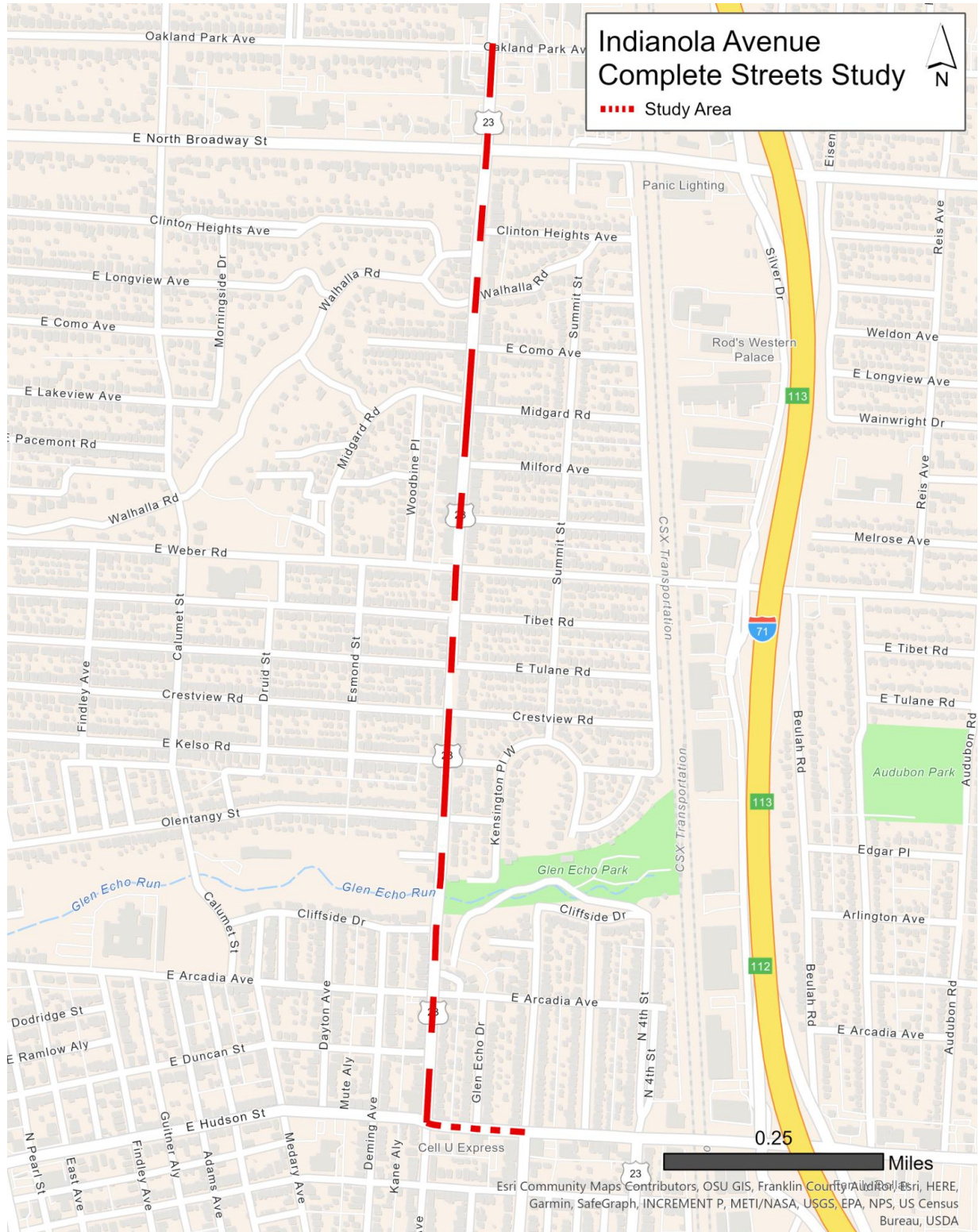


Figure 2. Indianola Avenue Complete Streets Study Area Map

## Public Engagement Tactics

**Stakeholder Discovery:** Gathering data to compile a creative brief allows us to fine-tune a strategy that is constituent-focused, creating the right branding messages and prompts that will motivate the stakeholders towards engagement.

**Community Engagement (Advisory Committee Recruitment and Convening):** Identifying key stakeholder groups to be engaged as an advisory committee will be necessary before advancing to the general public involvement. The following tactics highlight some of the primary ways that stakeholders will be engaged throughout this process:

- Virtual public information sessions for the community to attend and receive information about the project
- Discovery sessions with the City, and Michael Baker Design Team to create an intentional and inclusive advisory committee that will help guide our collective goals
- Organizing and convening an advisory committee of relevant local stakeholders to guide the planning process and the public involvement/engagement plan

**Engagement Design and Collateral Production:** Working with the City to ensure that our public awareness campaign aligns with their stakeholder outreach goals, we will develop Key Performance Indicators to evaluate the success of the engagement tactics. Creating content via presentations, engaging community events, and properly messaged digital content may be used to engage and gain feedback from our advisory team and additional stakeholders.

**Public Involvement/Marketing Plan:** The final comprehensive public involvement plan will outline the means and methods to inform and educate customers throughout the entirety of the multimodal project. Messaging workshops will ensure that we have clarity and alignment in all communications with constituents. This plan will take into consideration the unique needs of the different communities and neighborhoods who will be impacted by the work, including considerations for demographics, language, and culture.

## Advisory Committee

The Advisory Committee is an informal group of residents, business owners and other community stakeholders engaged in the Indianola community who were consulted and informed about plan developments. As an informal committee, member expectations included:

- Attending meetings to give input and advice when needed
- Sharing information and surveys with your friends and neighbors in the community
- Inviting key people to share their voice with us

## Advisory Committee Members

- Clintonville Area Commission
  - District 1 – Dave Vottero, [cacdistrict1@gmail.com](mailto:cacdistrict1@gmail.com)
  - District 3 – Libby Wetherholt, [libbywD3@gmail.com](mailto:libbywD3@gmail.com)

- District 4 – Judy Minister, [judym.cac4@gmail.com](mailto:judym.cac4@gmail.com)
- Chair – BJ White, [bjwhite.cac.district9@gmail.com](mailto:bjwhite.cac.district9@gmail.com)
- Planning and development committee – Andrew Overbeck, [aoverbeck@gmail.com](mailto:aoverbeck@gmail.com)
- University Area Commission
  - District 1/Planning and transportation committee – Lauren Squires, [lauren.squires@gmail.com](mailto:lauren.squires@gmail.com)
  - Andrew Hinger, [andrewhinger@gmail.com](mailto:andrewhinger@gmail.com)
  - Daniel Snider, [danielsnider.1@gmail.com](mailto:danielsnider.1@gmail.com)
  - Chair – Doreen Uhas-Sauer, [doreencolumbus@icloud.com](mailto:doreencolumbus@icloud.com)
- Commercial/businesses
  - The Crest Gastropub - Ali Alshahal, Owner, [ali@arcreativegroup.com](mailto:ali@arcreativegroup.com)
  - The Crest Gastropub - Abed Alshahal, [abed@arcreativegroup.com](mailto:abed@arcreativegroup.com)
  - Savor Growl – Faris Habil, Owner, [savorgrowl@gmail.com](mailto:savorgrowl@gmail.com)
  - Studio 35 – Eric Brembeck, [Studio35llc@yahoo.com](mailto:Studio35llc@yahoo.com)
- Interest groups/residents
  - COTA – Corey Francis, [FrancisCM@cota.com](mailto:FrancisCM@cota.com)
  - Yay Bikes! – Erin Synk, [esynk@lnegroup.com](mailto:esynk@lnegroup.com)
  - MORPC – Stephen Patchan (also a resident), [spatchan@morpc.org](mailto:spatchan@morpc.org)

Meeting Name	Date	Location	Participants
Indianola Advisory Committee Meeting 1	April 15, 2021	Virtual	Advisory Committee
Walk Audit - Indianola Ave.	May 20, 2021	In-Person	Dave Vottero - CAC Emma Kogge - City Stephen Patchan - MORPC Amber McNair - OSU Colleen - Resident Andrew Overbeck - CAC Eric Brembeck - Studio 35 Kevin Dickens - Michael Baker Josh Vidmar - Michael Baker Tahja Lauderdale - W&W Corey Francis - COTA Tricia Fought - City Ariane May - City
Man on the Street Activation	July 9 – 10, 2021	In-Person	Emma Kogge Justin Goodwin Libby Wetherholt Dave Vottero
Indianola Advisory Committee Meeting 2	August 31, 2021	Virtual	Advisory Committee
Public Meeting	September 16, 2021	Virtual	Open to the Public



## Advisory Committee Meeting #1

**Purpose:** To kick off the Indianola Avenue Complete Streets Study and begin the engagement of the advisory committee

### Key Takeaways:

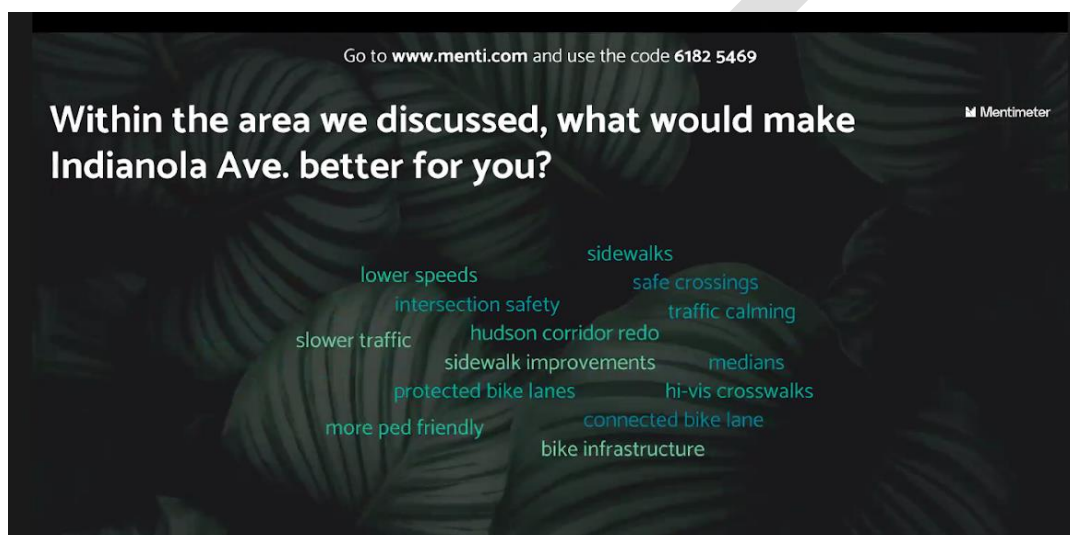
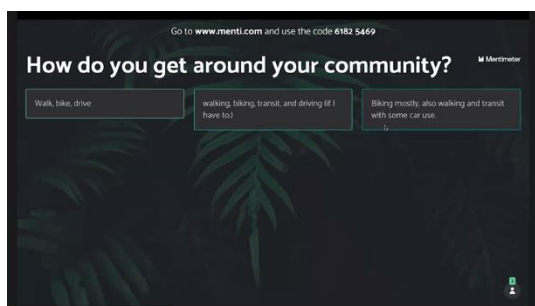
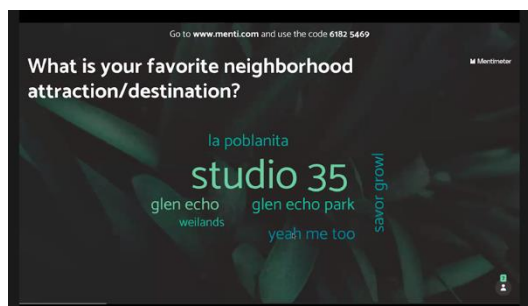
- The sidewalks on Indianola Avenue are considered in poor repair and unfriendly to groups of pedestrians.
- Biking, walking and driving are all used to get around the street.
- Advisory committee members with children are disappointed with the lack of walkability in this neighborhood, citing fear of vehicular accidents while walking or biking.
- The intersection at Hudson and Indianola is considered dangerous and needs to be reconfigured for intuitive pedestrian safety.
- A crosswalk or crossing light is desired at Walhalla Road, Cliffside Drive and Weber.
- Between Weber and Arcadia, there is nothing to stop traffic or monitor speed. Slower traffic is seen as a need throughout the street.
- There is a desire to fill the missing gap in the bike network.
- Reaching a parking solution that will satisfy everyone who works and lives on Indianola will be a fine balancing act.

**Meeting Comments & Summary:** Our meeting attendees were engaged and excited about the future of Indianola Avenue. The chat was lively and comments were insightful.

- Pedestrian safety is a major concern on Indianola Avenue.
- Resident Lauren Squires said she felt unsafe walking with her children down the street. Sidewalks are hard to navigate and not handicap accessible. Attendees were enthused about the projected crosswalks, with thoughts that motorists and poor traffic slowing measures make the street unsafe to cross. There was specific concern that the poor sight lines and sidewalk condition make the Indianola and Hudson intersection unsafe. Connecting the bike network and improving bike infrastructure (such as adding a protective median like on Summit Street) were also high priorities. Residents intuitively feel that the neighborhood should be walkable, and are disappointed that it is not.

Several committee members feel that removing street parking may be a worthy investment if it makes the street more accessible, because residential parking is well accommodated. If street parking is altered on Indianola, it should not be framed as taking parking away; instead the focus should be placed on the potential to create a sustainable and walkable business district and add new biking infrastructure. However, local business owners were concerned about the negative effects minimizing street parking would have on their businesses. They requested that parking not be removed from stretches of the road surrounding businesses and that parking only be altered on the East side of the street. There is also interest in parking on the currently-prohibited Cliffside Drive bridge.

## Live Polling Results



## Advisory Committee Meeting #2

**Purpose:** To update Advisory Committee members on project deliverables and provide information on initial concept alternatives

**Key Takeaways:**

- Planning for the safety of bicyclists and pedestrians using the corridor is important to residents
- Some concern over parking reductions to accommodate other facilities
- Need to fill the bikeways gap was shown in the CAC mobility survey

**Meeting Comments & Summary:** Our meeting attendees included members of the Advisory Committee plus several corridor-area residents. Their insights into the project included:

- Connections between the proposed and existing bike infrastructure (i.e. to the Summit Street cycle track)
  - Arcadia to Summit connection
  - Summit St. alternate route
- Safety improvements proposed with the plan and effects on pedestrians and bicyclists
- Comments surrounding parking spaces and proposed reductions
  - The strategy to accommodate parking demand is to maintain an effective amount of parking where most needed (i.e. business district) and consolidate where it is being underutilized
  - A large shift in parking to side streets is not expected
- More information needed on the relationship of bike lanes with slowing down traffic speeds
- Corridor-specific results from the CAC mobility survey were expanded upon by Andrew Overbeck of the CAC planning and development committee:
  - Respondents acknowledged the gap in the bikeways system
  - Discomfort when biking on the corridor in its current state
  - Difficulty crossing Indianola Avenue

Concerns around pedestrian and bicyclist safety were addressed and outlined within the project scope, including the addition of several new crosswalks, shortening the crossing distance with bump-outs and reallocating traffic lanes to reduce crossing distance and provide additional facilities. The technical analysis conducted thus far by Michael Baker International and reviewed by the City of Columbus and ODOT District 6 will be assessed in concert with input from the advisory committee members and the general public to inform the recommended design for the project.



## Walk Audit

The goal of the Walk Audit was to share community survey results with the public, and give an opportunity for the community members to learn more about the high-level aspects of the project and provide feedback in an open and engaging manner. Members who were unable to attend, had the opportunity to submit feedback, thoughts and concerns vs. email. Due to Covid-19 restrictions loosening, we were able to partner with Studio 35 and The Crest on this endeavor.

### Observations:

- Speeding along the corridor
- Light traffic volumes during non-peak hours
- Pedestrians frequently crossing near Glen Echo bridge
- Sidewalks too narrow with utility poles, trash cans, and other encroachments; too uneven to use a stroller or wheelchair
- Crossings unsafe for pedestrians at Hudson & Glen Echo bridge
- General safety concerns at the Hudson St. intersection
- Many pedestrians walked in the roadway; most cyclists biked in the roadway

### Interest in:

- Traffic calming and crossing improvements
- Bike lanes connecting Summit/Hudson to North Broadway
- Travel lane reduction
- Improvements at Hudson intersection and Arcadia intersection
- Medians and pedestrian refuge areas
- Safety improvements for pedestrian and bicyclists

### Emailed Public Comments:

- The rate of speed on Indianola outside my front door is excessively fast. Delivery trucks, utility trucks, and semis are the worse offenders.  
I'm at E Kelso and Indianola. Arcadia light to the light at Weber is a motor speed way.
- I'm not entirely sure what I'm supposed to comment on but I really think Indianola could benefit from calming, as could Hudson, especially between I71 and Indianola. The crossings at Hudson and 4th, Summit, and Indianola are dangerous for pedestrians. Indianola and Arcadia despite having a light also requires extra caution to cross. Indianola at the bridge over the Ravine is very dangerous to cross especially since it is a basin of sorts with cars speeding over the crests of the hills to the north and south. Visibility north is better than to the south for pedestrians crossing. There are stairs into the Glen Echo park at the north-east end of the bridge. It might be safer to install a second set of stairs on the west side of the bridge rather than a crosswalk across Indianola. I believe the majority of people crossing at this location are heading to or from the park. Alternatively a planted median across the bridge would help provide a safe spot to cross in two smaller crossings. Currently there is no center turning lane but four lanes of traffic across the bridge.
- Please be aware that the traffic at 1pm is nowhere near as heavy or fast as during morning and evening rush hours. I support calming / crossing improvements to this stretch of Indianola.
- Indianola between Weber and Hudson is busiest from 6-9 am and 4-7pm. It is often used by motorists looking to avoid traffic on I71 during peak times. That section of Indianola (even further north to North Broadway) is predominantly residential and should not be designed as a secondary commuting route to/from downtown. I believe that between Weber and Hudson should reduce to 1 lane in each direction with consideration for on street parking and dedicated bike lanes connecting summit/hudson to the bike lanes north of North Broadway. Currently during hours when parking is prohibited and traffic is two lanes, vehicles are traveling at high rates of speed just a few inches from residents on the sidewalk. I have seen and experienced too many close calls. The current sidewalks are not wide enough for two people traveling in opposite directions to pass one another.  
Replicating the median that was installed a few years ago in front of Studio 35 would also be an improvement. At a minimum something like this should be installed at Crestview-Indianola and Kelso-Indianola intersections to facilitate people crossing to the Crest Gastropub. There is also a lot of pedestrian traffic crossing near the Glen Echo bridge. A cross walk near the bridge or a staircase to the ravine on the west side of the bridge would reduce the risk to pedestrians.
- We live just off Indianola north of Arcadia and traffic flies by here at all times of the day/night. Please consider traffic calming. There are young children that live on Indianola and in the Glen Echo and Clintonville areas. Hudson should also be considered.
- As a Glen Echo resident and runner, I experience the sidewalks pretty intimately. While I may appreciate the off road feeling if the cracked and uneven walkways, a stroller or wheelchair would find it impossible to pass. There are several areas which the sidewalk is too narrow for a pedestrian to pass, as well. The pathways are also unpassable for strollers and wheelchairs because of this, too. Hudson and Indianola's northeast corner is of the highest priority. The turn from Hudson westbound to Indianola northbound has limited visibility and drivers often roll through, putting pedestrians in incredible danger. Earlier in 2021, a vehicle traveling west smashed into the northwest Indianola apartments. Sidewalks ending north of Cooke and in front of the Marzetti factory impede safe travel and force pedestrians onto the road. A friend was

hospitalized in a coma for several weeks after being hit by a car while going southbound on Indianola near Morse road. Key areas including over Glen Echo Ravine park could use garbage cans.

- I live a few blocks away from Summit St. And Hudson St. My family is young and growing (My husband and I are in our late 20s with an infant). Our area is increasingly becoming filled with people our age who want to walk to nearby restaurants, shops, etc. However I have lived in the area for 10 years now, within about 1 mile of this intersection. I would love the bike path at Hudson St and Neil to somehow be connected to the bike lanes at summit/4th for safer pedestrian/bike walking east-west. It would also be helpful to have Hudson St between 71 and Indianola changed in some manner to make it safer. Right now it's dirty, unsafe for pedestrians to be nearby, and is honestly even a bit scary when driving too. If there's a way this road stretch could have reduced speed, better traffic flow, and safer pedestrian walkways, that would be ideal!!
- I am writing to provide comments for the above-captioned survey. I am a homeowner on Summit Street north of the Hudson/Summit intersection that is part of the survey. The Hudson/Summit intersection is very dangerous when crossing Hudson by car, bike or on foot. The traffic on Hudson is very heavy and frequently exceeds posted speed limits. At least once a week I witness Hudson Street car traffic running the red light through driver error or with intent. I consider Glen Echo and SoHud to be walkable neighborhoods and believe that the present traffic situation is seriously detrimental to the general safety of the neighborhood and financial well-being of the businesses that are important to the community and rely upon those foot/bike patrons. Please seriously consider any and all changes necessary to address this issue. Allowing street parking and reducing speed to 25 would help. If Rt 23 needs to be rerouted to do that it should be considered. The primacy of the passenger automobile is out of place on this neighborhood street. Please help.
- I just saw this link and that there is something being planned for my immediate neighborhood. I very much hope that repaving the street is high on the priority list, especially between Hudson and E.N. Broadway. Otherwise, encouraging business to the northern area (south of Morse Rd.).
- I am a resident and homeowner on Summit Street, north of Hudson. I am writing to express excitement and support for complete streets planning on Indianola. First, I would like to offer some testimony on how my household currently travels on Indianola between Hudson and Como. I hope you will consider this as you plan the corridor.

WALKING/BIKING - CURRENT My husband and I walk along Indianola nearly once a week from Arcadia to the business district near Milford Ave. We tend to detour into side streets if the sidewalk is too crowded (trash cans, other pedestrians) or motor vehicle traffic is especially busy/loud (hard to hear a conversation, feels unsafe, makes our dog nervous). We walk multiple times a week with our dog along Indianola between Hudson and the Glen Echo Ravine bridge. We often pick up trash in this area as we walk. We cross Indianola as pedestrians at Arcadia almost daily during some seasons. My husband runs and bikes ~weekly/monthly along Indianola past Como Ave for fitness and occasional errands. Even when he does not travel along Indianola, he crosses Indianola on a daily or weekly basis.

WALKING/BIKING – FUTURE? I would love to feel safer and have more space as a pedestrian on Indianola. I would love to have the sidewalks cleared in the winter so it feels safe to walk. The slip/slide risk on icy/snowy sidewalks that are close to motor vehicle traffic discourages me from walking on Indianola in the winter. I would love to safely bike on Indianola so I can reach the

business around Indianola and Broadway. I have always been too afraid to bike on Indianola due to the lack of bike facilities (and it is too far to walk). For context, I have ridden my bike for commutes along Lane, Summit, Neil, and 4th. Indianola is too nerve-racking for me. I would love to be able to roller skate on Indianola sidewalks. I would love to worry less about my husband when I know he is running or biking on Indianola.

MOTOR VEHICLE – CURRENT Pre-pandemic I used CABS on Summit weekly and occasionally used COTA routes 4 and 31. I didn't typically catch the 4 on Indianola. However, I would like the COTA buses to operate predictably along that corridor since it feeds into Hudson and Summit. We have a personal vehicle that we use to drive north on Indianola about once per week. We rarely park on this street unless we are picking up dry cleaning. We prefer to walk to the businesses.

MOTOR VEHICLE – FUTURE? We like having the ability to travel northbound and southbound on Indianola with our personal vehicle. We rely on Arcadia as an entrance to the Glen Echo neighborhood (since Summit is one-way exit). As motorists, we are comfortable with reducing the number of lanes of traffic, introducing clearer pedestrian crosswalks, and/or adding traffic calming measures.

## Man On The Street Activation

The project team along with volunteers from the advisory committee polled passersby in the business district along Indianola Avenue roughly between Weber Rd. and Milford Ave. on Friday, July 9<sup>th</sup> from 6:00 p.m. - 7:00 p.m. and Saturday, July 10<sup>th</sup> from 12:00 p.m. to 1:00 p.m. Individuals and groups of people were interviewed, so there is not an exact number for those surveyed. A conservative estimate is more than 100 people interviewed over the two-day time period. Survey questions were structured to determine how people were traveling, where they were parking, and if there was interest in additional transportation options.

### Comments/Feedback:

- Most people drove to get there, while a quarter walked, and a few biked
- If driving, the majority parked on Indianola Ave, followed by Melrose Ave and Milford Ave
- When asked what would make it easier to walk, bike, or take the bus here, the most common response was bike lanes, followed by more reliable/faster bus service
- Patrons said when visiting they typically drove, walked, or biked

### In-Person Polling Results Summary

Approximately 70% of individuals and groups interviewed drove, while roughly 25% walked, 3% biked, and 1.5% arrived by another mode. When asked how someone typically traveled to the same destination, the majority drove, followed by those who walked. However, more individuals typically biked than what was observed on the polling days (Figure 3).

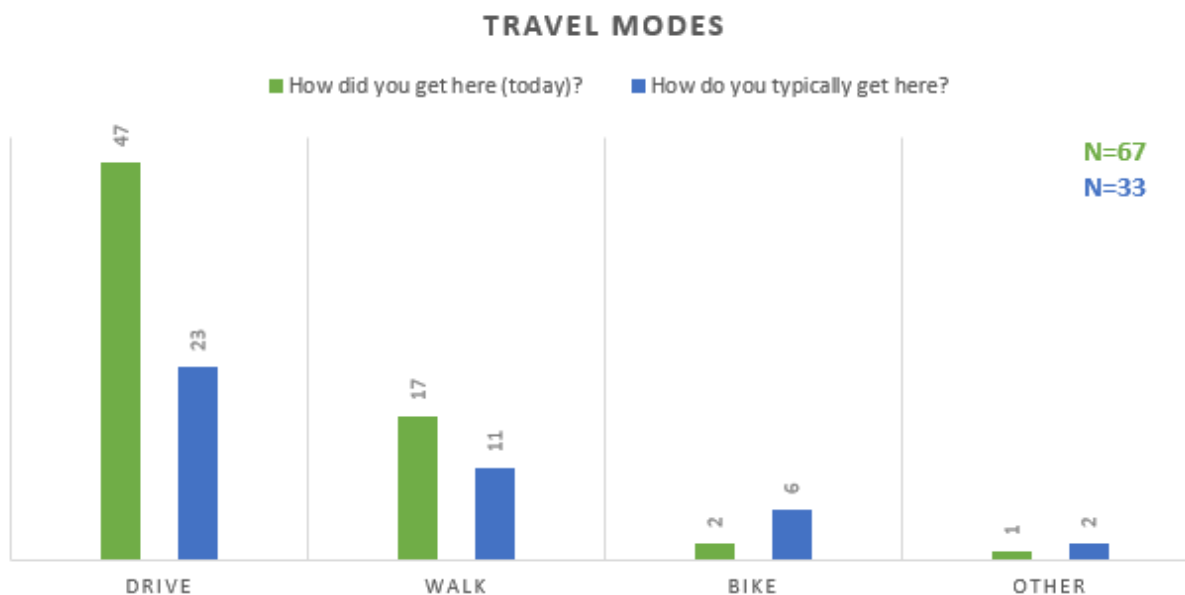


Figure 3. In-Person Polling: Travel Mode Questions

Those that drove were asked where they parked, with about 70% parking on Indianola Avenue, followed by side streets including Melrose Avenue (16%), Milford (7%), and other streets (7%) (Figure 4).



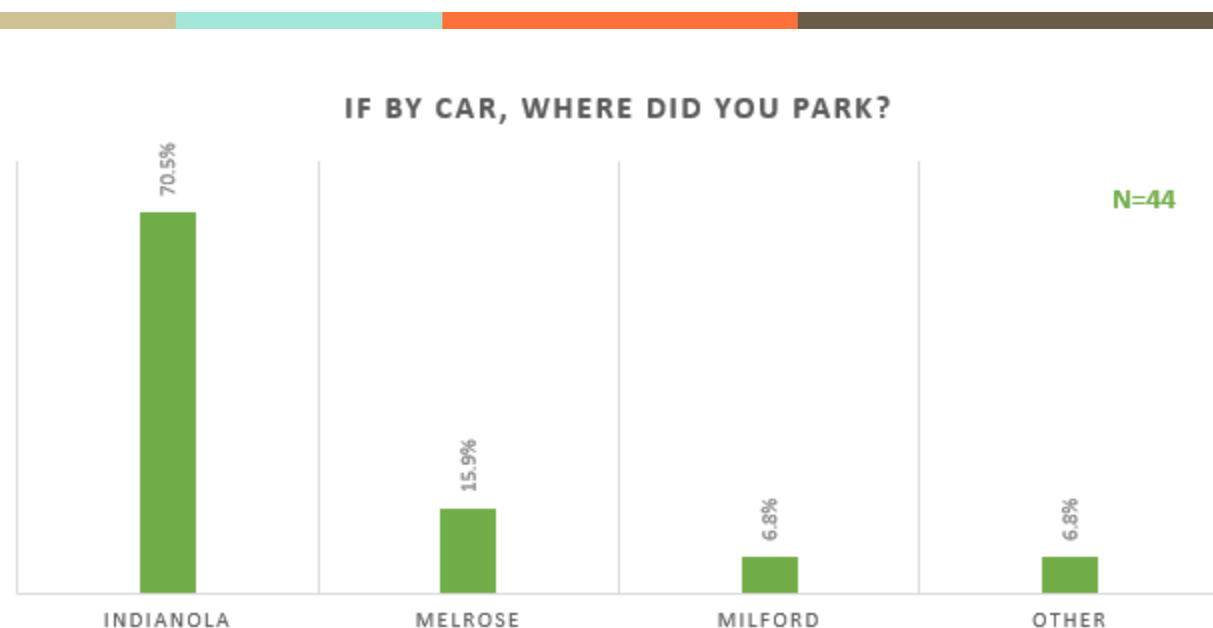


Figure 4. In-Person Polling: Parking

Participants were asked what improvements would make it easier to walk, bike, or take the bus to the business district area. \*Some surveyors asked the question more generally regarding what improvements would make it easier to travel on Indianola Avenue. Bike lanes were recommended most frequently, followed by more reliable and faster bus service, and updated sidewalks (Figure 5).

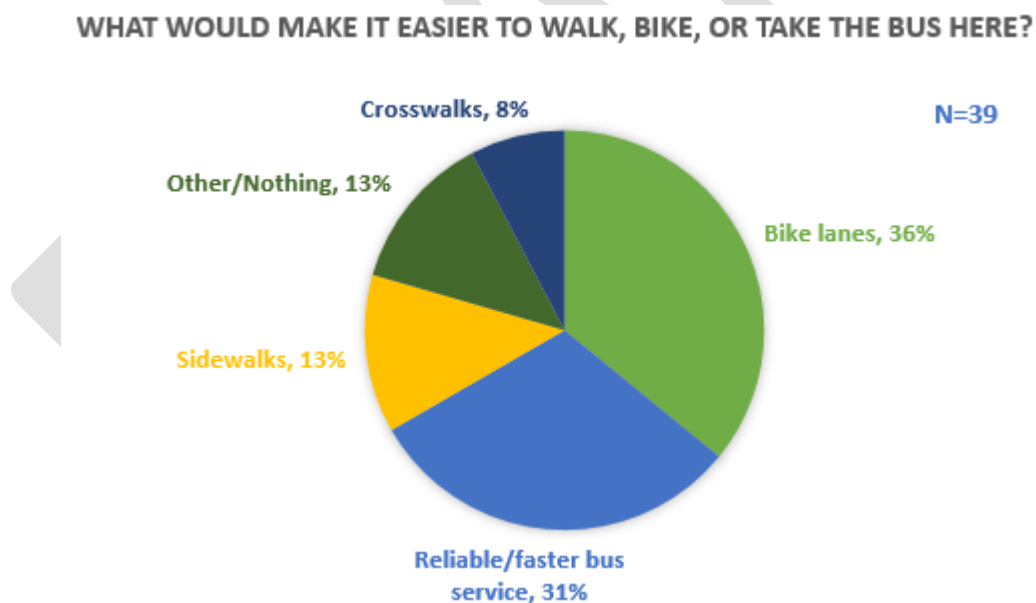


Figure 5. In-Person Polling: What would make it easier to travel on Indianola Avenue?\*

### HOW FREQUENTLY DO YOU VISIT THIS AREA?

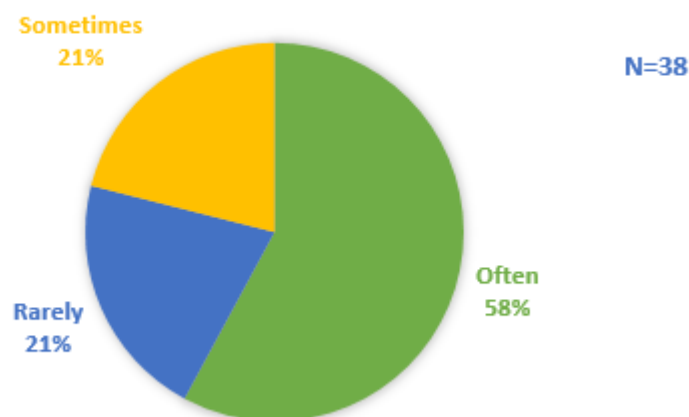


Figure 6. In-Person Polling: Frequency of Visits

To get a better sense of whether people were visiting from inside or outside of the neighborhood, participants were asked how often they visited, with many living nearby and walking to their destinations often. An even number was split between sometimes visiting and rarely visiting/first time visitors (Figure 6).

### In-Person Polling Question Results

Specific responses to questions are outlined below.

Q1) How did you get here?	
Bike	2
Drove	47
Other: Dropped off	1
Walked	17
<b>Grand Total</b>	<b>67</b>

Q2) If by car, where did you park?	
Indianola	30
Indianola (south of Weber)	1
Leaned on street sign; unlocked	1
Melrose	7
Milford	3
Side street	3
Indianola	31
Side Street	13
Biked	1
<b>Grand Total</b>	<b>90</b>

<b>Q3a) What would make it easier to walk, bike, or take the bus?</b>
Reliable bus service
More time (walk)
Would take the bus
Unsure
More information on how to take the bus; know more about existing bike infrastructure
Bike lanes
More information on how to take the bus
Faster bus service
More direct bus route
More pleasant walking experience
Bike paths
In better shape (to walk/bike)
Nothing
Pretty easy already
Faster bus service
Better sidewalks
Bike paths; walking paths
Live too far away to walk or bike
Crosswalks
Bike lanes
Bike lanes; better neighborhood sidewalks
Wider sidewalks
Crosswalks
More bus stops
Dedicated bike lanes (not at expense of parking)
Better traffic flow to work better with bikes; more crosswalks
Covered bus stops
Bike lanes
Better kept
Wider sidewalks
Bike lanes
Better transit
Protected bike lanes
Buffered bike lanes; bike racks; frequent & reliable bus route
Would take the bus or bike
Bike lanes; parking
Nothing
Bike lanes (similar to 4th and Summit)

<b>Q3b) Categories</b>	
Bike lanes	14
Bus Improvements	3
Bus Info	2
Crosswalks	3
Interest in bus	2
Nothing	3
Parking	1
Reliable/faster bus service	5
Retail	1
Sidewalks	5
<b>Grand Total</b>	<b>39</b>

<b>Q4a) How frequently do you visit this area?</b>	
Often	22
Rarely	8
Sometimes	8
<b>Grand Total</b>	<b>38</b>

<b>Q4b) How do you typically get here?</b>	
Bike	2
Bike, drive	1
Drive	18
Drive; bike	1
Walk	6
Walk, bike, drive	1
Walk, bike, scooter	1
Walk, bus	1
Walk, drive	2
<b>Grand Total</b>	<b>33</b>

## In-Person Engagement Photos

